

976010/03/02

Created

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: ASSISTANT TO THE CITY MANAGER

DEFINITION

Under general direction, to perform a wide variety of advanced journey level professional, administrative, community relations and special project duties in the City Manager's Office; to perform assigned activities with other staff, outside agencies and the general public; and to provide highly technical assistance to the City Manager.

REPORTS TO: City Manager

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the City Manager.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Work on special projects related to technology implementation and utilization and improved project management throughout the City; interface with Department Directors and others as needed to achieve significant progress toward goals.
- Serve as a liaison with employees, public and private organizations, community groups and other organizations; provide information and assistance regarding the legislative programs and services; deliver or assist in oral presentations as requested; respond to and resolve inquiries and complaints.
- Prepare organization and work flow charts, spreadsheets, procedural manuals and written reports using automated equipment and a variety of computer software packages.
- Research public and private grant programs and assist in preparation of grant application. Assist in negotiating and preparing contracts between the City and community service providers. Monitor contract compliance.
- Attend workshops and seminars and present information to appropriate personnel for follow-up action. Serve as department liaison with other departments or outside agencies. Confer with City officials and employees on matters of administration, finance and operation.
- Assist in special projects undertaken for purposes of standardization, efficiency and economy. Assist in development and design of programs based on need.
- Represent the City at various meetings with other municipalities, counties, state and federal agencies.
- Respond to complaints and requests for information from outside agencies, the general public and City personnel.
- Attend staff, Council and/or Commission meetings.

QUALIFICATIONS

Knowledge of:

Basic principles of management and organization; statistical and research methods; administrative survey techniques; customer service techniques and strategic management.

- Advanced research and reporting methods, techniques and procedures including planning, design and analysis.
- Municipal government operations and issues, City Manager - Council form of government.

Ability to:

- Interact with other governmental entities.
- Be a problem solver who utilizes a systems approach to address issues. Be a proponent of quality customer service.
- Be an excellent communicator who enjoys establishing and maintaining effective working relationships with public officials, other City employees and the public.
- Perform responsible and difficult professional work involving the use of independent judgement and personal initiative.
- Participate in the development, implementation and administration of goals, objectives and procedures for providing effective and efficient programs and services.
- Exercise good judgement, flexibility, creativity and sensitivity in response to changing situations and needs.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work and with the public.
- Design and implement work flow systems.
- Foster a teamwork environment.
- Lead, coach, instruct and motivate employees.

Skills:

- Operate modern office equipment including computer equipment and software.
- Effective oral and written communication, both on one-on-one and a group basis.
- Public contact techniques.
- Excellent analytical and organizational skills.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's Degree with major work in public administration, business administration, political science or a related field.

Experience: Three years of progressive experience in information services, community programs, administrative analysis, finance, or other management fields. A graduate degree in an applicable field may be substituted for one year of the required experience.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Assistant to the City Manager

TO: Assistant City Manager